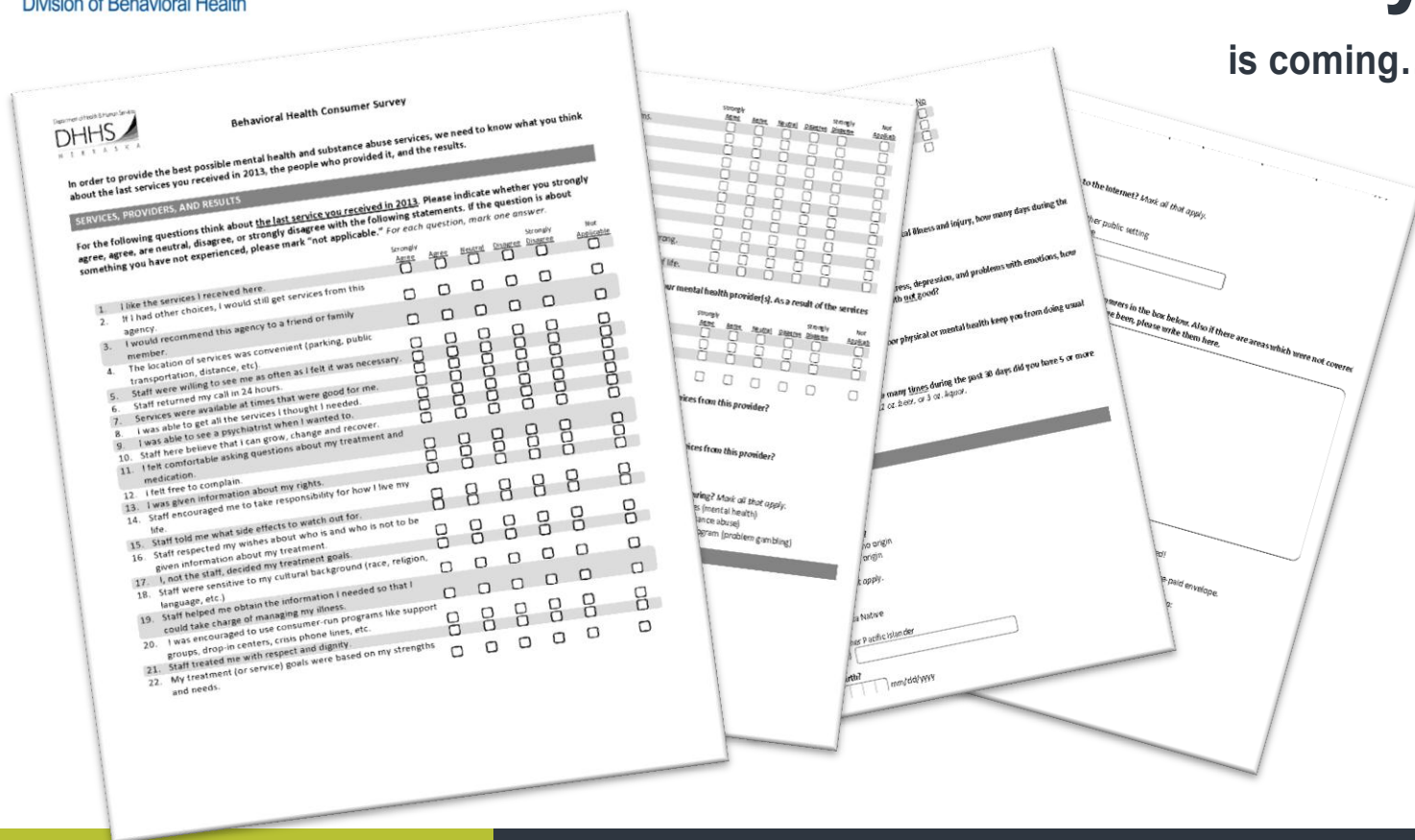


Consumer Survey

is coming...



DETAILS

• WHEN IS THE SURVEY CONDUCTED?

The Consumer Survey runs from February to June every year, and is collected via phone and mail.

• HOW CAN I PARTICIPATE?

A new group of people is asked to participate every year. Each person is chosen completely at random from the population of those we serve.

• IS IT CONFIDENTIAL?

Your responses to each question and your personal information are kept strictly confidential. Your individual responses are only used to help improve community services.

WE VALUE YOUR VOICE

The Division of Behavioral Health oversees the state's public behavioral health system to address the prevention and treatment of mental health, substance use disorders and problem gambling. The consumer survey helps the Division evaluate the quality and impact of the services you receive.

The survey monitors **7** key quality improvement areas:

- Accessibility of the services
- General satisfaction with the services
- Quality and appropriateness
- Life functioning
- Recovery outcomes
- Participation in treatment planning
- Social connectedness